Introduction

This webinar will include pertinent information to discuss details and educate DCMWC Representative Payee on the new Workers' Compensation Medical Bill Process (WCMBP) System.

- Important Information
- Representative Payee Expectations
- Representative Payee Letters
- Representative Payee Login
- How to Contact CNSI
- Representative Payee Preparation
This webinar is intended for DCMWC Representative Payee.

Any unanswered questions can be submitted via email CNSIOWCPOutreach@cns-inc.com.

Pharmacy services will not transfer to CNSI. These services will stay with Conduent. For pharmacy related questions, please call 1-866-664-5581 or visit their web address @ https://owcprx.dol.gov/ starting on April 27, 2020.

The current https://owcpmed.dol.gov will continue to be the site for OWCP medical bill processing information starting on April 27, 2020.

WCMBP – Workers’ Compensation Medical Bill Process
Representative Payee Expectations
Representative Payee Expectations

Representative Payees who are currently on file under a Claimants case on or before April 27, 2020, can expect the following with the transition to the new WCMBP system:

• Claimant files will be transferred from Conduent system to WCMBP system without any claimant intervention
• No interruption in payments to the Claimants for out of pocket expenses
• Bill history data (last 7 years) will be viewable and all historical bills will transfer from Conduent system to WCMBP system
• Webinars and training tutorials will be available on the WCMBP web portal to provide assistance and instructions on how to use the new system
• Web portal FAQs will be continuously updated to address claimant questions
• Covid-19
Representative Payee Letters
Claimant Letters

Authorized Representatives will receive a letter that will be mailed prior to April 27, 2020, to the mailing address from the DCMWC eligibility file with OWCP. The letter that will be mailed is:

- **Claimant Representative Payee Letter** - introduces the new bill processor, CNSI and WCMBP system features applicable to claimants.

**Note:** The letters will come with instructions on how to log into the system.
Online Functionality

After login into the system, you will have access to the following online functionality:

- **Eligibility Inquiry** – To view claimant eligibility associated the claimants Case ID.

- **Authorization History** – To view an authorization request submitted by the claimant’s servicing providers. The authorization request includes information about authorization status, requesting provider, requested procedure, and requested dates-of-service.

- **Bill History** – To view medical bills submitted by the claimants servicing providers, such as, billed and paid amount, the payment method, and the payment date, is available.

- **Correspondence** - To view all medical billing correspondence, such as payment verification letters associated with their Case ID.
Accessing OWCP Connect via the WCMBP Portal

1. Go to [https://owcpmed.dol.gov](https://owcpmed.dol.gov)
2. Click Login
3. Click Representative
Click “here” under the Account Registration section.
3. Enter required information (Name, SSN, DOB, phone number and email address).

4. A message will populate to notify you that the email you are entering is available or already linked to an existing user account.

5. Enter result of the addition problem from the image.

6. Click Next.
9. Once the validation is completed, create a password and retype the password to confirm the password.

10. Click Next.

**Note:** Password Criteria should:
- be at least 8 characters long,
- include an uppercase letter, a lowercase letter, a number, and a special character.
11. Select a security image, enter a key phrase.

12. Click Next.
OWCP Connect Registration

13. Select security questions from the drop downs and answer the selected questions.

14. Click Submit.
System creates an account and a link to activate the account is sent to your email address used in registration.

**Note:** The account must be activated within 24 hrs.

Click “Resend Email” if the email is not received within 10 minutes.

An email has been sent to the email address you provided, which includes a link that you will need to click in order to activate your account. **The link provided in the email is available for 24 hours.**
Look for email from: support@dol.gov.

15. Click link that says “here.”
At the login page the Representative Payee will see a banner message, letting them know that their account has been successfully activated.

16. The Representative Payee will again enter their email address and click login.

17. The Representative Payee will enter their password and click submit.

The Representative Payee will then be taken to the WCMBP Claimant Portal.
The Representative Payee will land on the WCMBP Claimant Portal and is required to complete the following steps in order to access claimant case information. (these steps must be completed for each case associated with the Representative Payee):

Click on the hyperlink "Click Here to Add New Case."
21. The Representative Payee must complete all required fields.

19. Enter the Representative Payee or Attorney Details (First Name, Last Name, Representative ID)

20. Enter the Case Details (Program, First Name, Last Name, SSN, and Date of Birth)

21. Click Submit.
If the Representative Payee receives a letter after s/he has added a claimant case to his/her account, the additional case will have to be added. S/he will have to follow the same steps and select “Click Here to Add New Case”.

Claimant’s Case ID: [BDGXB-0997667]
Claimant Name: [John Doe]
Representative Payee Name: [Jane Doe]

Program: DCMWC
Representative ID: [1234567890]
Representative Payee Name: As mentioned above
Claimant’s Case ID: As mentioned above
Claimant Name: As mentioned above
Claimant SSN: Obtain from the claimant
Claimant Date of Birth: Obtain from the claimant
Access to WCMBP Claimant Portal

Select the Case ID and Claimant Name that you are the Representative Payee under from the drop down. Click “Go” to enter the Claimant Portal Homepage.
When first entering the Claimant Portal, you are taken to the Claimant Portal Home page.
On the right of the home page, you will see the "My Reminders" section.

- The My Reminders section consists of system generated alerts and an option to filter those alerts.
You will see links to a list of online services on the left of the home page.
Claimant Portal - Authorization History

**Authorization** online services allows the Representative Payee to check an authorization status that been submitted by a claimant's provider.
Claimant Portal - Bills

**Bills** online services allows the Representative Payee to check the payment status for bills that were submitted by providers and/or claimant.
Claimant online services allows the Representative Payee to check eligibility for Non-Pharmacy Services.
Claimant Portal – My Interactions

**My Interactions** online services allows the Representative Payee to see images of documents claimants have submitted to CNSI and retrieve Correspondences sent to them from CNSI.
How to Contact CNSI
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- There will be new mailing addresses for paper bill submissions effective April 27, 2020.
- Any documents sent to the Conduent mailboxes during the transition will be forwarded to the appropriate CNSI mailing address.
- The customer service toll free numbers are remaining the same and will transition from Conduent to CNSI.

**Note:** The mailing addresses and customer service toll free numbers will be posted on the WCMBP system April 27, 2020.
Representative Payee Preparation
Claimant Preparation Tips

- Look out for mail from CNSI outlining information about the new system.
- DCMWC Claimants will receive new MBIC cards.
- New MBIC cards (applicable to DCMWC) will have a Case Number listed on the front that is required for all submissions, replacing the use of their SSN. They will need to share this information with their medical provider.
- Continue to check the web portal for updated FAQs and training materials
- Note the new mailing addresses
- Attend webinars for additional information
- Check back on April 27, 2020 when the new system launches to access WCMBP web portal
Thank you!

Please continue to visit our Outreach web portal for updates, Frequently Asked Questions (FAQs) and webinar schedule.

The PowerPoint presented will be posted to the Outreach portal within 24 hours.


CNSI looks forward to being the new medical bill processing agent for the OWCP programs and working with each of you!

CNSIOWCPOutreach@cns-inc.com